

PROGRAM ASSOCIATE

General Definition of Work:

Performs basic to intermediate skilled administrative support work performing a variety of office assistance tasks; does related work as required. Work is performed under regular supervision.

Essential Functions/Typical Tasks:

Entering a variety of data into computer system(s) ensuring accurate information; receiving and processing reports; preparing, maintaining and receiving a variety of records, files, and reports; entering, processing, and correcting data within established policies, procedures, and guidelines; answering routine questions and providing general program information for the public; performing administrative functions for the support of department programs and services .

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Assists in department administrative duties; answers questions; provides information.
- Types general correspondence, memorandum, reports, other materials from rough draft, copy, marginal notes or verbal instruction.
- Checks and reviews a variety of data for accuracy, completeness and conformance to established standards and procedures.
- Refers complex questions to proper person or agency.
- Receives, opens and date-stamps incoming mail; sorts and delivers mail to proper person or agency.
- Collects and prepares data for records and reports.
- Maintains records and files and generates routine reports.
- Prepares billhead for vendor payments.
- Makes arithmetical calculations; researches prices and requisitions supplies and materials for department/division.
- Receives receipts and records incoming funds; makes bank deposits.
- Operates standard office, computer equipment.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

General knowledge of standard office practices, procedures, equipment and secretarial techniques; general knowledge of business English, spelling and arithmetic; general knowledge of department programs and policies; ability to type and transcribe dictation accurately at a reasonable rate of speed; ability to make arithmetical calculations; ability to operate standard office, computer equipment; ability to establish and maintain effective working relationships with associates and the general public; ability to follow oral and written instructions.

Education and Experience:

Requires graduation from high school and demonstrated possession of knowledge, skills and abilities gained through at least two years of office assistant/secretarial experience. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects, and may require some medium work involving the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, and determining the accuracy and thoroughness of work; the worker is not subject to adverse environmental conditions.

Special Requirements:

May require possession of an appropriate driver's license valid in the State of North Carolina. May require an active commission or obtaining commission with one year of employment as a North Carolina Notary Public.

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